

RECEIVED
CENTRAL FAX CENTER

AUG 18 2004

OFFICIAL

WORKMAN | NYDEGGER
A PROFESSIONAL CORPORATION
ATTORNEYS AT LAW
1000 EAGLE GATE TOWER
60 EAST SOUTH TEMPLE
SALT LAKE CITY, UTAH 84111
TELEPHONE (801) 533-9800
FAX (801) 328-1707

TELECOPIER COVER SHEET

August 18, 2004

Total Number of Pages
(including cover letter): 20

Please deliver the transmitted facsimile pages to:

EXAMINER BINH KIEN TIEU
GROUP ART UNIT 2643

Business Phone (703) 305-3963
Telecopier Phone: (703) 872-9306
From: Rick D. Nydegger
Comments: Please see attached.
Docket No.: 13768.206
Serial No.: 09/930,570

We are transmitting from a Sharp FO-750 or Sharp FO-6100 facsimile machine. If you do not receive all the pages or they are unreadable, please contact me as soon as possible at (801) 533-9800.

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS ATTORNEY PRIVILEGED AND CONFIDENTIAL INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, OR THE EMPLOYEE OR AGENT RESPONSIBLE TO DELIVER IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPYING OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE, AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE. THANK YOU.

FILED VIA FACSIMILE

PATENT APPLICATION
Docket No. 13768.206

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Lian Yang, et al.

Serial No.: 09/930,570

) Art Unit
) 2643

Filed: August 15, 2001

Conf. No.: 4236

For: AUTOMATED AND INTEGRATED CALL
CONTROL SERVER

Examiner: Binh Kien Tieu

Customer No.: 022913

CERTIFICATE OF FACSIMILE TRANSMISSIONCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

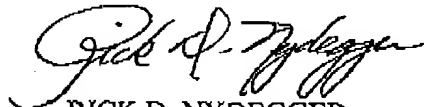
Sir:

I hereby certify that this paper is being transmitted via facsimile at facsimile number (801) 328-1707 to the Patent and Trademark Office to phone no. (703) 872-9306 (Formal Fax No.) on the date shown below.

- Supplemental Amendment "A" (16 pages)

Dated this 18th day of August, 2004.

Respectfully submitted,

RICK D. NYDEGGER
Attorney for Applicant
Registration No. 28,651
Customer No. 022913

DMS0000007133V001

RECEIVED
CENTRAL FAX CENTER

AUG 18 2004

FILED VIA FACSIMILE

OFFICIAL

PATENT APPLICATION
Docket No. 13768.206

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of

Lian Yang, et al.

Serial No.:

09/930,570

Filed:

August 15, 2001

Conf. No.:

4236

For:

AUTOMATED AND INTEGRATED CALL CONTROL SERVER

Examiner:

Binh Kien Tieu

Customer No.:

022913

SUPPLEMENTAL AMENDMENT "A"

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office action of May 6, 2004 (paper no. 3), please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.